

## TELEPHONE OPERATOR SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
2980(2995)	Telephone Operator I	04	216	6 mo.	03/30/90
2996	Telephone Operator II	04	216	6 mo.	03/30/90
2985(2996)	Telephone Operator III	04	216	6 mo.	03/30/90

Promotional Line: 142

### Series Narrative

Employees in this series operate and/or supervise the operation of telephone switchboard equipment.

### DESCRIPTIONS OF LEVELS OF WORK

#### **Level I: Telephone Operator I** **2980(2995)**

Employees at this level operate PBX, and/or similar telephone switchboard equipment to relay incoming, outgoing, and interoffice calls. They work under direct supervision from a designated supervisor.

A Telephone Operator I typically--

1. maintains listing of students, employees, and major offices and services with current telephone numbers
2. informs callers of present telephone number of parties served by the telephone exchange in which employed
3. provides general information to callers concerning appropriate university offices providing information or services desired
4. operates manual parts of telephone exchange system to connect incoming, outgoing, and inter-agency calls
5. performs other related duties as assigned

#### **Level II: Telephone Operator II** **2996**

Employees at this level serve as a shift supervisor in a centralized telephone exchange. They work under general supervision from a designated supervisor.

A Telephone Operator II typically--

1. assists in the instruction or orientation of new telephone operators on a shift
2. is responsible for the compliance of subordinate telephone operators with policies and procedures of the operating unit

3. is responsible for handling complaints; makes decisions in response to emergency situations and on the disposition of calls not covered by established procedures and policies
4. performs other related duties as assigned

**Level III: Telephone Operator III** **2985(2996)**

Employees at this level select, train, and assign work to new telephone operators and supervise and participate in the work of all telephone operators on a multiple-shift telephone exchange. They work under direction from a designated supervisor.

A Telephone Operator III typically--

1. selects, trains, and establishes work schedules for new telephone operators
2. establishes work schedules, approves vacations and days off, and arranges for service coverage for absent employees
3. establishes inter-shift procedures for conveying operational informational and establishes policies and procedures within the work unit
4. determines operational procedures for maintaining current telephone listings and handling emergency situations
5. compiles and evaluates data to control and improve quantity and quality of telephone service
6. performs other related duties as assigned

**MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**

**Level I: Telephone Operator I** **2980(2995)**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

none

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. freedom from speech and hearing defects

**Level II: Telephone Operator II** **2996**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. one year of experience in the operation of telephone equipment comparable to that of the unit in which the position is located

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. supervisory ability
2. freedom from speech and hearing defects

**Level III: Telephone Operator III****2985(2996)**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. two years of experience in the operation of telephone equipment comparable to that of the unit in which the position is located

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. supervisory ability
2. freedom from speech and hearing defects

Telephone Operator I  
Telephone Operator II  
Telephone Operator III

(EDITED)  
(EDITED)  
(EDITED)